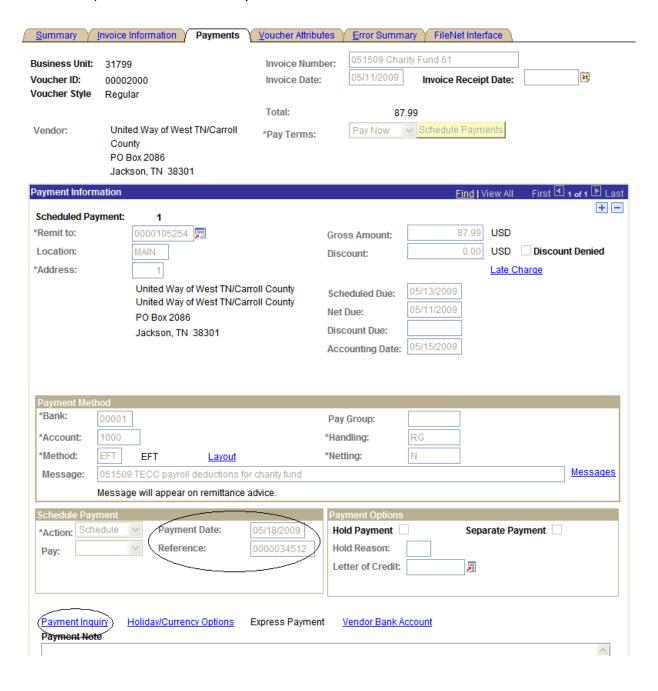
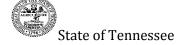
Purpose: This job aid is to review the process to determine why a voucher has not been paid.

When a voucher has been paid, the Reference and Payment Date will be populated on the Payments tab of the Voucher. The Payment Inquiry hyperlink will also be highlighted. (Navigate to Accounts Payable> Vouchers > Add/Update > Regular Entry and Find an Existing Value. Click on the Payments tab to review these fields.) If the Reference and Payment Date are blank:





- 1. Navigate to the Summary page and confirm that the voucher has the following statuses:
 - Approval Status will be 'Approved'.
 - Header Budget Status will be 'Valid'.
 - Close Status will be 'Open'.



If any of these statuses are not to the appropriate values, further action needs to take place for Matching, Approval, or Budget Checking. If these statuses are all fulfilled, go to Step 2 to check the Payment Criteria on the Voucher.

- 2. Go to the Payments tab on the Voucher and confirm the following:
 - Review the **Scheduled Due** date to confirm that it is scheduled to be paid on the correct date. Note: Verify the year as <u>current year</u>.
 - Is the **Payment Hold** checkbox checked? If this is selected, investigate why the payment hold was placed. If appropriate, unselect the checkbox. Voucher should be picked up in next pay cycle (if payment currently or past due).
 - Verify that the vendor & locations selected are active/approved.

Inactive Vendor Queries: TN AP110 VNDR INACTIVE & TN AP111 REMITVNDR INACTIVE

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